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APPROVAL SIGNATURES		DATE
Greg Blaney (original signature on file)	IV&V Facility QMS Management Representative	03/04/03

REVISION HISTORY			
Rev No.	Description of Change	Author	Effective Date
Basic	Initial Release	John Griggs IT/204	01/29/98
A	Adopted Ames Format	John Griggs IT/204	04/30/98
B	Format Correction	John Griggs IT/204	05/27/98
C	Quality Record Format Change, Section 2.0 and Section 8.0 modified	John Griggs IT/204	08/26/98
D	Format Changes	John Griggs IT/204	09/11/98
E	Addition of references to the related SLPs and reordering of flowcharts	John Griggs IT/204	04/15/99
F	References to Ames Quality Manual replaced with references to IV&V Facility Quality Manual	John Griggs IT/204	09/10/99
G	Format and Number changes; Delete Reference to Ames Research Center	Griggs	11/17/00
H	Delete reference to AMES SLP, and minor editorial	Griggs	8/29/01
I	Clarify Master List, Definitions (PAR 2002-P-26)	Griggs	10/17/02
J	Remove reference between the numbering system for IV&V and the ISO standard	Griggs	11/04/02
K	Remove reference to IS) 8204; add new requirement required by clause 4.2.3.b	Griggs	03/05/03

REFERENCE DOCUMENTS	
Document Number	Document Title
IVV QM	IV&V Facility Quality Manual
IVV 05-2	Preparation of SLP
IVV 05-3	Preparation of WI
IVV 16	Quality Records

1.0 Purpose

The purpose of this System Level Procedure (SLP) is to establish a consistent method for preparation, approval, issuance, revision, tracking, and maintenance of the Independent Verification and Validation (IV&V) Facility Quality Management System controlled documentation and data.

2.0 Scope

This procedure is applicable to all documentation and data which pertain to the IV&V ISO 9001 Quality Management System. This includes all SLPs, Work Instructions (WIs) and quality records. External documents are controlled by this procedure to the extent applicable in the processing of a quality product.

3.0 Definitions

Document Control Custodian (DCC)*: An individual or alternate responsible for creating, processing, and maintaining the record of Document Change Request(s). Annually, the DCC will initiate a Preventative Action Request to each Process Owner requiring that they review their process documents for needed changes.

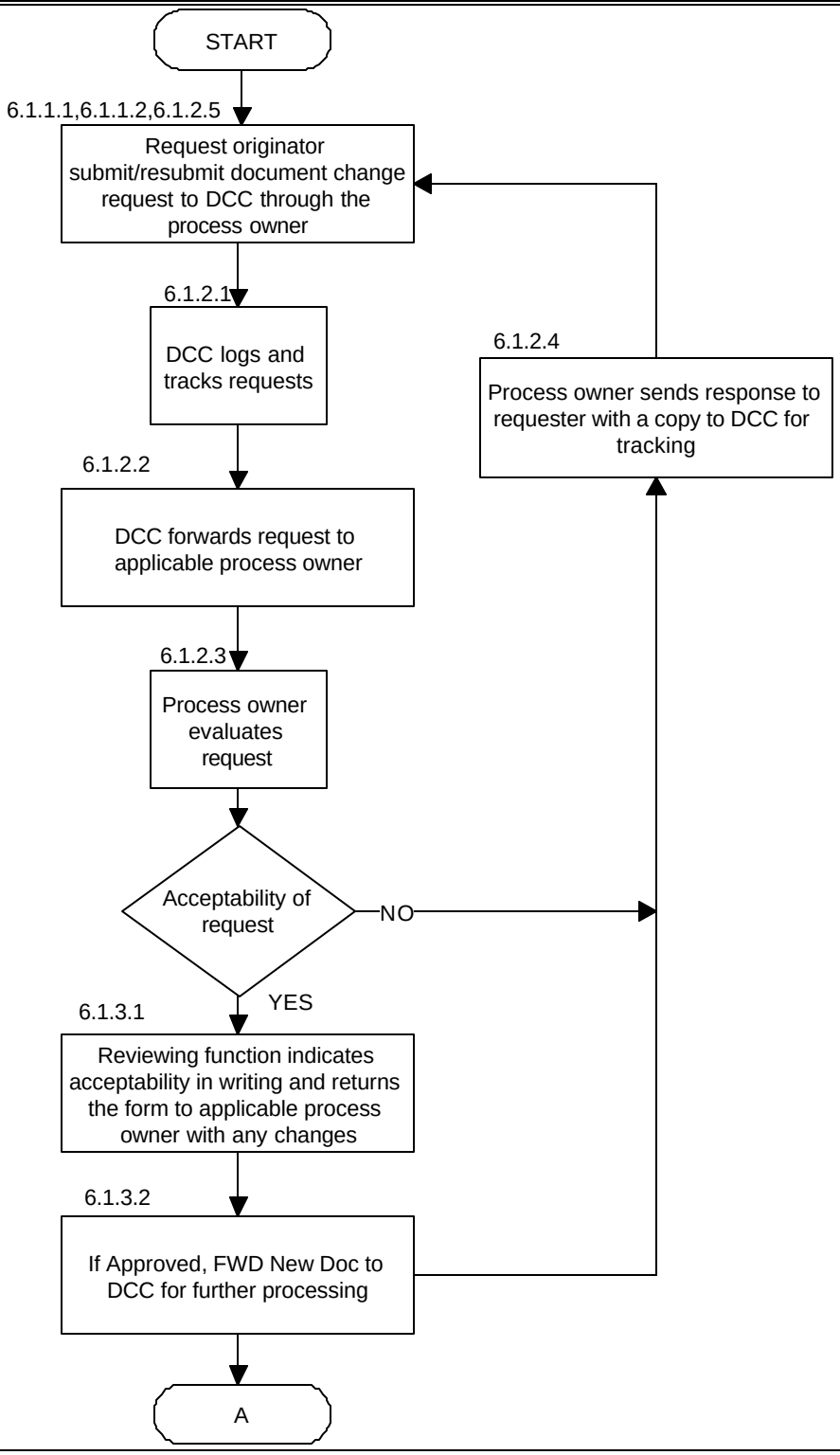
Master List Custodian (MLC)*: An individual or alternate responsible for creating and updating the IV&V Facility Master List of ISO documents.

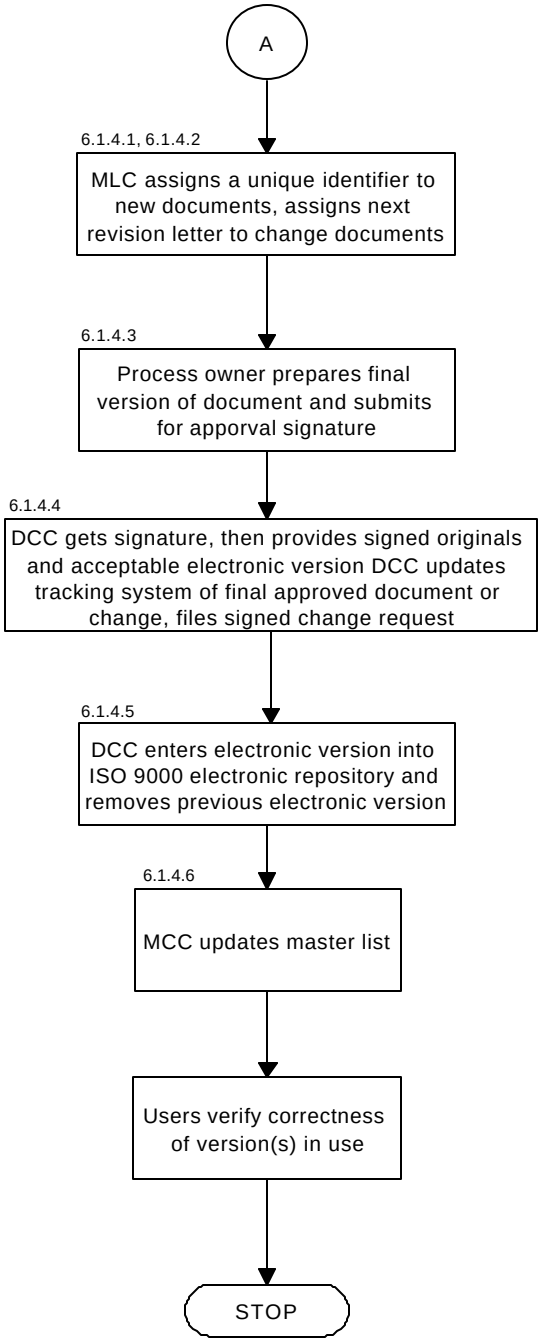
Process Owner: A NASA civil servant assigned by management to be the lead of an established Facility System Level Procedure whose job duties are related to the procedure. Annually, each Process Owner is responsible for reviewing their process document for adequacy, accuracy, and currency; this will be in response to a PAR initiated by the DCC.

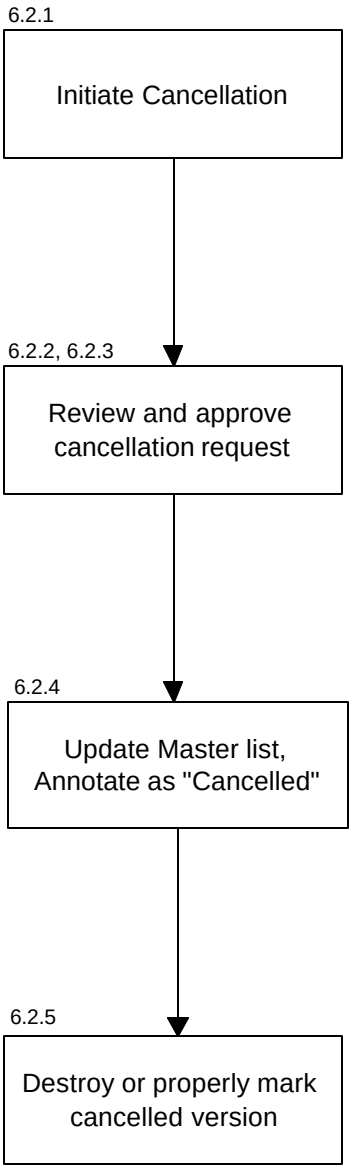
Request Originator: An individual recommending a change or addition to any documentation comprising the Facility's Quality Management System.

* : See ISO9000 web page "whos who" for names

4.0 Flowchart


START
6.1.1.1,6.1.1.2,6.1.2.5
Request originator submit/resubmit document change request to DCC through the process owner
6.1.2.1
DCC logs and tracks requests
6.1.2.2
DCC forwards request to applicable process owner
6.1.2.3
Process owner evaluates request
Acceptability of request
NO
YES
6.1.2.4
Process owner sends response to requester with a copy to DCC for tracking
6.1.3.1
Reviewing function indicates acceptability in writing and returns the form to applicable process owner with any changes
6.1.3.2
If Approved, FWD New Doc to DCC for further processing
A


A
6.1.4.1, 6.1.4.2
MLC assigns a unique identifier to new documents, assigns next revision letter to change documents
6.1.4.3
Process owner prepares final version of document and submits for apporval signature
6.1.4.4
DCC gets signature, then provides signed originals and acceptable electronic version DCC updates tracking system of final approved document or change, files signed change request
6.1.4.5
DCC enters electronic version into ISO 9000 electronic repository and removes previous electronic version
6.1.4.6
MCC updates master list
Users verify correctness of version(s) in use
STOP


6.2.1
Initiate Cancellation
6.2.2, 6.2.3
Review and approve cancellation request
6.2.4
Update Master list, Annotate as "Cancelled"
6.2.5
Destroy or properly mark cancelled version

5.0 Responsibilities

Responsibilities for this SLP are defined within Section 3.0 Definitions and Section 6.0 Procedure.

6.0 Procedure

6.1 System Level Procedures and Work Instructions - New Documents and Changes

6.1.1 Initiating Documents and Changes

Request Originator	6.1.1.1	Complete IVV Form 1000, Document Change Request, for issuance or revision of a document, clearly identifying requested changes. Forward to Process Owner.
Process Owner	6.1.1.2	Forward request, Form 1000, and other background or necessary information to the DCC.

6.1.2 Initial Processing of Documents and Changes

DCC	6.1.2.1	Log, number, and track the request.
DCC	6.1.2.2	Forward the change request to the applicable process owner.
Process Owner	6.1.2.3	If the request is acceptable, forward review copies of draft documents and/or changes to all affected functions, including those that performed the original review and approval. Review copies must be clearly marked “REVIEW COPY” and must be dated.
Process Owner	6.1.2.4	If the request is declined or is incomplete, prepare a response to the requester, using Form 1000. Forward the response to the requester, and a copy to the DCC for tracking.
Request Originator	6.1.2.5	Resubmit requests, if deemed necessary, with additional information if the original request is not accepted by the process owner.

Note: Templates for SLPs and WIs can be found in IVV 05-2 and IVV 05-3 respectively.

6.1.3 Reviewing Documents and Changes

Reviewing Functions	6.1.3.1	If the proposed draft or change is acceptable, indicate approval by signing Form 1000 and return the form to the applicable process owner. If consensus of reviewing parties cannot be reached, seek resolution by the process owner.
Process Owner	6.1.3.2	When approval is reached, forward the approved draft of the new document or changes to the DCC for further processing and distribution. Requires signatures of all reviewers, with any comment/modification, and process owner approval.

6.1.4 Final Processing of Documents and Changes

MLC	6.1.4.1	Assign unique document number to new documents. Enter the word “Basic” in revision block for new documents. Update Master List.
MLC	6.1.4.2	Assign next revision letter to changed documents. Update Master List.
Process Owner	6.1.4.3	Have final version of document prepared, clearly marking specific changes made since the last issue. Include appropriate approval signature block, and obtain necessary signature[s]. Submit to DCC for obtaining final approval signature(s).
DCC	6.1.4.4	Submit final version for signature. SLPs must have the approval of the process owner (if the owner is also the author, obtain the signature of that person’s direct superior). File signed originals and acceptable electronic versions of new documents. Update tracking status of approved document or change.
DCC	6.1.4.5	Enter electronic version into ISO 9000 electronic repository. Make paper copy for backup use in case electronic system is unavailable. Remove any previous version as obsolete.
MLC	6.1.4.6	Update Master List

6.2 Canceling Quality System Documents

Documents which are no longer required or which are superseded by documents with different numbers will be canceled as follows:

Request Originator or Process Owner	6.2.1	Request cancellations using the procedures for change requests.
Process Owner and DCC	6.2.2	Process and review cancellations using the procedures for change requests.
Process Owner	6.2.3	When the cancellation has been approved, issue a cancellation notice to DCC and MLC.
MLC	6.2.4	Enter the word CANCELED in the revision field of the Master List and the effective date of cancellation in the revision date field. Enter cross reference to any superseding document(s) in footnotes field. Do not reuse canceled numbers.
Doc. User	6.2.5	Dispose of or mark canceled version as “obsolete/reference only”.

6.3 Controlled Versions of Quality Management System Documents

These procedures apply to all levels of Quality Management System documents.

6.3.1 Electronic Versions and Copies

Electronic versions made available through the ISO 9000 electronic repository are the official controlled versions. Copies printed from these versions are considered uncontrolled and must bear the notice, “Verify that this is the correct revision before use.”

DCC	6.3.1.1	When posting revised documents to organization's server, remove obsolete versions.
MLC	6.3.1.2	Verify that posted documents match the current master list. Resolve any discrepancy by audit of ML revisions and DCR log.
Users	6.3.1.3	Verify the correctness of printed copies by checking revision status on the master list or by contacting the MLC. Do not redline printed copies unless they are marked “Review Draft”.

6.3.2 Non-Electronic-Based Documents

The official controlled version of any quality system document that is not available through the ISO 9000 electronic repository is the one shown on the master list.

6.4 Controlling External Documents and Changes

Selected industry standards and specifications as well as military standards and specifications are available, full-text, in the IV&V Facility Technical Library. Standards and specifications applicable to a project must appear on individual project master lists. Individual users must verify that the versions in use at their workstations are current for their Project.

NASA Policy Directives (NPDs) and NASA Procedures and Guidelines (NPGs) are available electronically on the NODIS.

6.4.1 Control Process

The following procedures apply to all organizations that use external documents in their system tasks:

Process Owner	6.4.1.1	Include on master lists all external documents used in quality system activities.
Process Owner	6.4.1.2	If only current version of an external document is applicable, include only source for verifying current version (e.g., publisher or document originator) on master list. If previous versions are applicable, include specific revisions and dates.
Doc. Users	6.4.1.3	Verify correctness of version on appropriate master list or through source noted on master list.

6.5 Data Control

Each project will act as the repository for its own data and will define data control procedures that ensure the data are maintained, archived, and controlled appropriately.

Process Owner	6.5.1	Establish procedures for control of data that include such elements as identification, maintenance, revision, release, review, and approval. Maintain integrity of data sets received from the programs for analysis. Maintain traceability from reports to the data set(s) the analysis is based on. Maintain approval control for those authorized to enter data into master data bases(s) and reports
Process Owners	6.5.2	Ensure that control of data complies with project procedures.

6.6 Forms Control

Unique forms required for conducting IV&V Facility business will be controlled by the document control process outlined in this SLP.

Process Owner	6.6.1	Define the need for a new/revised form. Define the content, use, and instructions (draft). Create draft from. Create a DCR (IVV Form 1000), listing documents affected, and forward to DCC.
DCC	6.6.2	Log DCR with draft form and supporting material. Forward to Process Owner.
Process Owner	6.6.3	Convene review group of affected functions. During review, form/use are approved or disapproved, with comment Disapproved, return notice to DCC for log, Process Owner reconsiders form, comments and resubmits as appropriate. Approved, forward to DCC for further processing.
DCC	6.6.4	Disapproved, log and file comments package. Approved: log, file package and forward final form to MLC.
MLC	6.6.5	Number form. Update master forms list. Enter form and instructions into ISO electronic repository.

6.6.1 Forms Cancellation

IV&V Facility forms will be canceled using the process for document cancellation (para 6.2).

6.7 Contingency Plan for Electronic System Malfunction

If the ISO electronic depository file is temporarily inaccessible, contact the MLC to determine the current revision status of documentation and IV&V Facility forms.

7.0 Metrics

No metrics are required for this procedure.

8.0 Records

The configuration organization, DCC, will retain document change requests, document change logs, records of reviews, and signature pages or other evidence of approval for release of documents and changes thereto in accordance with SLP 4.16, Quality Records. See IVV 05-1 for retention requirements.

IVV Form 1000, *Document Change Request* will be used to change SLPs, WIs, and IVV forms into the IV&V Quality System. Document change requests will be log numbered sequentially as DCR -1 through – XXX.

IVV Master List will contain the following data on each document: Document Number, Document Title, Document Revision Letter, Effective Date, Process Owner, Approving Official, and DCR Number. The Master List will also carry a revision date. The IV&V QMS Document numbers are not directly related to the ISO standard numbering. The Quality Manual contains a matrix referring the IV&V QMS processes to the requirements of the standard.